



WITH A “SOUNTELCO” ATTITUDE AND A JUNIPER BACKBONE, MACQUARIE TELECOM CHANGES THE SERVICE EXPERIENCE

Summary

Company:
Macquarie Telecom

Industry:
Telco

Business Challenges:
Transform the experience for telecom, data center, and cloud services with an agile, ultra-reliable network

Technology Solution:

- MX10003, MX480, and MX204 Universal Routing Platforms
- Professional Services, including Implementation and Maintenance

Business Results:

- Accelerate revenue growth by changing the traditional telecom experience
- Deliver quality of experience to maintain exceptional customer satisfaction ratings
- Modernize core, aggregation, and edge networks

Macquarie Telecom customers know to expect a different experience. The company’s “SoUnTelco” philosophy means putting customers first, treating them like family, and helping them succeed. That customer-first attitude has enabled the Australian service provider to change the customer experience for telecom, data center, and cloud services. To lay the foundation for sustained growth, the company upgraded its core, aggregation, and edge networks to Juniper.

“We’re not like other telcos,” says David Flanagan, chief product officer at Macquarie Telecom. “When other telcos run left, we run to the right.”

With its “SoUnTelco” mindset, Macquarie Telecom is disrupting a world of inflexible telecom terms, long lead times, and indifferent customer service. In today’s digital world, those old business practices are simply untenable.

Putting Customers First

Disrupting the status quo requires an innovative network platform from which to launch services. To meet the demand for affordable, high-quality networking, data center, and cloud services, Macquarie Telecom refreshed its nationwide network from core to edge.

“A high-performance Juniper network enables Macquarie Telecom to scale to meet growing demand from Australian businesses,” says Ronnie Contractor, head of technology services at Macquarie Telecom.

Macquarie Telecom uses Juniper Networks® MX10003 Universal Routing Platform and Juniper Networks MX480 Universal Routing Platform for core, aggregation, and edge functions. Junos® operating system delivers the reliability, security, and flexibility that Macquarie Telecom needs for its voice, data, data center, and cloud services. The network is fast and ultra-reliable, and network operations are greatly simplified.

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- Ronnie Contractor, head of technology services, Macquarie Telecom

Redefining Partnership

Disrupting the telecom industry requires more than just innovative technology. It also demands a new level of partnership and collaboration. "Macquarie Telecom was seeking a deeper level of engagement with our vendor community," Contractor says. "It is necessary to have a strong partner behind a given solution who champions the solution jointly with us."

Macquarie Telecom has been a Juniper networking customer for many years, and over time the relationship has transformed beyond the transactional. "Juniper has proactively partnered with our business, which has completely changed the dimension of our relationship," says Flanagan.

Efficiently Scale Growth

Macquarie Telecom's nationwide network upgrade is slated to be complete by the end of 2020, and the team continues to explore ways to deliver exceptional services with maximum efficiency. One area of ongoing focus is automation for network operations.

"As our company grows, we cannot continue to scale solely by hiring more people," Contractor says. "The only way we're going to scale is to automate our delivery and assurance remediation capabilities."

Juniper networking and security solutions are designed to facilitate network automation with open frameworks, APIs, and toolkits that simplify automated operations.

Disruption, innovation, and delighting customers have been a successful strategy. Macquarie Telecom's Net Promoter Score, a measure of customer satisfaction, is the highest in Australia. With an innovative network providing the foundation for in-demand services, Macquarie Telecom can give customers more to rave about.

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For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or +1.408.745.2000
Fax: +1.408.745.2100
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: +31.0.207.125.700
Fax: +31.0.207.125.701

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